



# Department of Veterans Affairs Operational Management Review (OMR)

Virtual Lifetime Electronic Record (VLER)

December 23, 2011



## Major Initiative Overview

- ❖ **Major Initiative Lead:** Arthur (Joe) Paiva, VLER Enterprise Program Management Office (EPMO)
- ❖ **Major Initiative Sponsor:** Roger W. Baker, Office of Information Technology (OIT)
- ❖ **Mission:** The mission of the Virtual Lifetime Electronic Record (VLER) is to enable VA and its partners to proactively provide the full continuum of services and benefits to Veterans through Veteran-centric processes made possible by effective, efficient, and secure standards-based information sharing.
- ❖ **Intent:** The Virtual Lifetime Electronic Record (VLER) is an inter-agency, Department of Veterans Affairs (VA) and Department of Defense (DoD) led transformation of business processes and information systems to be more Servicemember and Veteran-centric by providing standards-based information sharing and transparency.
- ❖ **Strategy:** Create Veteran-centric instead of process-centric approach by obtaining a holistic view of all Veteran information regardless of source. Remove barriers in processing information by enabling open standards-based commercial off the shelf (COTS) (potentially including Open Source) solutions and limiting the number of systems to access.



# Request for DEPSECVA Action

Request Description	Requested DEPSECVA Actions
1. None	
2.	
3.	

## DEPSECVA Action Items

Action Item / Source	Response / Status
1. FY12 Operating Plan / 12 Dec 11 / OMR	Executive Director VLER Developing Brief and Plan
2.	
3.	

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## Recent Key Accomplishments (1 - 20 December)

**Bidirectional Health Exchange (BHIE):** Enhanced capability for providers to view DoD neuropsychological assessments, imagery and inpatient notes for those Veterans and Servicemembers with traumatic head injuries and posttraumatic stress disorder, providing private physicians the ability to provide high quality of care for the severely wounded, ill, and injured. Customers accepted the core common components of the VLER Data Access Service. One feature is support for VA and DoD software applications to share care coordinator profiles. **(EXACT DATE REQUIRED)**

**Clinical Health Data Repository (CHDR):** Improved data interoperability between VA and DoD reducing information exchange transaction costs, volume of outpatient pharmacy data exchanged, and response times for displaying clinical patient data used by clinicians during patient encounters. On December 3, 2011 CHDR deployed an enhancement that will allow VA to translate allergy and pharmacy data that DoD sends via the internet into a VA format. This enhancement allows filtering for clinically important information.

**Disability Benefits Questionnaires (DBQs):** Continued the development of a framework to ensure clinical and rating efficiency, accessibility, and computability via a paperless claims process. Facilitated a collaborative stakeholder forum on 14 December 2011 to define the issues affecting DBQ deployment and their role in processing disability claims. Draft of joint VBA/VHA Business Requirements Document (BRD) are being reviewed and finalized.

**eBenefits:** Update to eBenefits was deployed on 11 December 2011 and includes the implementation of several features designed to improve users' access to benefits, authorizations, and claims status. Through a single sign-on experience, new and updated capabilities include : C & P Claims Status; Post 9/11 GI Bill Enrollment Status; and Accredited Veteran Service Organization (VSO) representative search enhancement.



# 90-Day Look Ahead

## Planned Key Accomplishments Within Next 90 Days

1. Draft and staff for formal CIO approval the information sharing guidance and governance for the VA enterprise.
2. Define requirements for initial DBQ capability in paperless compensation claims process to improve access and ease of use for Veterans, VBA and VHA service providers, and private clinicians.
3. Continue architecture development for VLER Data Access Service (DAS) which will support the efficient exchange of VLER health, benefits and personnel data securely and accurately between all data producers and consumers that exist among DoD, VA, and external partners. VLER DAS will support information interoperability thereby enhancing Veterans' rapid access to benefits.
4. Deliver Memorial Affairs Performance and Usability (MAPUE) improvements in the Management and Decision Support System (MADSS) that will indirectly shortening benefits delivery time and automate the notification of the next of kin that headstone is set. This improvement includes the MADSS that indirectly shortens benefits delivery time, Corporate View of burial operations support system (BOSS), and viewing capability of historical images in BOSS.
5. Develop Business Requirements Document (BRD), functional models, Requirements Specification Documents (RSD), and the draft System Design Document (SDD) to support strategic planning for Memorial Affairs Redesign (MAR).
6. Facilitate an IT collaboration meeting between VLER, the "Eliminating Veteran Homelessness" Major Initiative (MI), and Department of Housing and Urban Development (HUD) to discuss information sharing initiative.
7. Implement Memorial Affairs Letters Enhancements (MALE) capability improvements by automating Resolution Letter production to improve responsiveness to the Veteran's family while ordering grave marker.
8. Deliver an enhanced Veterans Authorization and Preferences (VAP) v1.0 opt-in/opt-out solution which automates the authorization process for sharing of health information with NwHIN partners and sets the foundation for additional Release of Information (ROI) enterprise services.
9. Deliver Veteran outreach by deploying a VLER public-facing homepage that will provide a variety of audiences robust information regarding the VLER initiative and provide informational presentations to VSO mid-winter conferences.



# Key Issues and Corrective Action Plans

Key Issues	Corrective Action Plans
<p>1. Number of VLER contractors pending clearance processing as of November 30, 2011 is 73 contractors resulting in delay of performance of work on critical projects.</p>	<p>VLER IT PMO COTR actively engaged with TAC, VA Security Clearance point of contact and VA Security Investigation Center to establish repeatable processes for all contractors requiring background investigations. Daily monitoring of status of each clearance in progress.</p>

## Major Risks and Mitigation Plans

Major Risks	Mitigation Plans
<p>1. Inability to collect verifiable measure of effectiveness or ROI data required to support the NwHIN (VCA1) "go-decision" scheduled for next summer.</p>	<p>TBD</p>
<p>2. Lack of Veteran "Buy-In" of VLER program.</p>	<p>Develop and deploy "Turbo VAP", the Turbo Tax® like application for tracking Veteran's authorizations and preferences.</p>
<p>3. Lack of Servicemember "Buy-in" of VLER program.</p>	<p>Working with DOD (RA) for increase awareness training.</p>
<p>4. Lack of private provider "Buy-in" of the NwHIN.</p>	<p>Planning PR campaign.</p>



# MI Milestone & Strategic Plan Performance Measures

## Milestone Performance as of (20 December 2011)

Planned Milestones to Date	Of Planned Milestones, # Completed	% of Planned to Date	Total Milestones Completed to Date	Total Planned FY12	% Total FY12
0	0	0	0	6	0

## Performance Measures as of (30 November 2011)

Legend (% of Planned to Date)



Measure	End of FY12 Target	Start of FY12 Value	Forecast End of FY12 Value
Achieve bidirectional information exchange in at least three sites between VA, DOD and the private sector by the end of 2011	N/A	N/A	N/A
Complete the prototyping and pilot phases by the end of FY 12	N/A	N/A	N/A
Authoritative Sources - Increase in number of all VA designated "Authoritative Sources" who have XML Schemas, Data Dictionaries and Business Rules published in accordance with established processes and formats.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD
Information Services - Increase in number of new information services made available to VA enterprise.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD
New Healthcare Service Provider Partners - Increase in number of new healthcare service provider partners with whom VA is able to share information (electronically, without human intervention).	TBD	10	TBD
New Non-Healthcare Service Provider Partners - Increase in number of new non-healthcare service provider partners with whom VA is able to share information (electronically, without human intervention).	TBD	0	TBD
Automated Business Processes - Increase in number of manual VA business processes enabled by automated information sharing between systems.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD



# Overall Status Summary As of 20 December 2011

		Planned to Date (\$ in millions)	Actual (\$ in millions)	% of Planned to Date	Remaining (\$ in millions)	Total FY12 (\$ in millions)	% of Total FY12			
Spend	Program		N/A (Funds not Budgeted)	N/A (Funds not Budgeted)						
	IT	0	Redacted	N/A (Funds not Awarded)	Redacted	Redacted	100%			
FTE	Program	Redacted	10	83%	Redacted	Redacted	83%			
	IT	Redacted	<table border="1"> <thead> <tr> <th>FTE</th> <th>Contractor</th> </tr> </thead> <tbody> <tr> <td>Redacted</td> <td>0</td> </tr> </tbody> </table>	FTE	Contractor	Redacted	0	46%	Redacted	Redacted
FTE	Contractor									
Redacted	0									

## Contracts as of 22 November 2011

	Total Planned Contracts		Contracts Awarded		Contracts Not Awarded		"Actionable" Package Being Worked by Contracting Officer	Developing Acquisition Package	Developing BRD
	Number	Value (FY12)	Number	Value (FY12)	Number	Value (FY12)			
IT	30	Redacted	0	0	30	Redacted	0	30	0
Program	0	0	0	0	0	0	0	0	0
Total	30	Redacted	0	0	30	Redacted	0	30	0

### Legend (% of Planned to Date)

> 90%	80-90%	<80%
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